

## CHAPTER – I

### INTRODUCTION

1. The CCS (Pension) Rules, 1972 mainly codify the procedure for finalizing payment of pensionary benefits, which may become payable to the Government servant on his superannuation or family of the deceased Government servant.
2. The Govt. of India has from time to time simplified the procedure for processing the pension papers of the pensioners to ensure timely payments of pensionary entitlements to the retiring government servant or the members of the family of the deceased Govt. servant.

But in spite of every effort imperfections remain in the service and account records and procedure which causes delay in the timely finalisation of the pensionary benefits to the retirees.

Also despite simplifying the procedure for processing pension papers of the retirees within the prescribed time schedule, pension case of the government servants retiring on superannuation are not finalised by the Heads of Offices in time mainly due to the following reasons :-

- (i) Improper maintenance of service documents/ records of the Government servant resulting in the loss of information relating to qualifying service, emoluments/average emoluments, valid nominations etc.
- (ii) Heads of offices and all officials dealing with the Pension cases are not properly educated, trained and motivated about their role so that the shortcomings can be minimized and all the retirement benefits are paid as and when become due.
- (iii) The Heads of Offices who are mainly concerned with the processing of pension cases of their employees have not kept pace with the latest changes in Pension Rules. The cases are processed in a routine manner. Certain misconceptions persist amongst Heads of Offices and PAOs.
- (iv) The Heads of Offices and PAOs are not in a position to observe the prescribed procedure and time schedules for certain Administrative reasons.
- (v) The Head of Offices and PAOs are not fully aware about the set of Pension Forms to be used for preparation and submission of pension cases.
- (vi) To overcome the situation, it is proposed to bring out the salient features of CCS (Pension) Rules, 1972 which are mainly connected with the processing and finalization of pensionary benefit cases. This is only a guide and not an authoritative document to be quoted, unlike CCS (Pension) Rules, 1972. It is hoped that follow-up of pension cases as per the time schedule prescribed would help accelerate disposal of pension cases.